Senior SENDIAS Caseworker

JE Code: JE2358

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| **Values – We are dedicated, respectful, collaborative, we are Milton Keynes Council** |
| **Service** | MK SENDIAS Service, Children Services |
| **Reports to:** | Team Manager |
| **Job Family** | Care and Welfare (CW) |
| **Grade:** | G |
| **Political restricted** | No |
| **Date:** | Mar 2022 |

**Key Deliverables**

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| **1.** | To support the service manager in all areas to ensure the SENDIAS Service maintains the highest standards of delivery of impartial and confidential information, advice, and support to families in Milton Keynes. |
| **2.** | To effectively line-manage and oversee the casework and/or volunteers ensuring in the day-to-day delivery of the service remit in line with the Minimum Standards as set by the Council for Disabled Children and the Department for Education. Ensure regular 121s and monthly supervision with direct reports. |
| **3.** | To contribute to the best possible outcomes for children and young people with additional needs by empowering service users to make informed decisions about the education of the child or young person by ensuring the casework team have and maintain an up-to-date knowledge of the legal rights of families through effective training and supervision. (Key legislation: Children and Families Act 2014, Education Act 1996) |
| **4.** | To support with the monitoring and evaluation of the service to enable informed changes to be made in delivery focus ensuring a needs-led service; through evaluations, outcome data, advisory group activity and service user participation. |
| **5.** | To establish an advisory group to help support and steer the service in a continued positive direction comprising parents/carers, young people and stakeholders with an interest and expertise in education, health or social care. |
| **6.** | To undertake direct casework with families using the SENDIAS Service delivering high quality confidential and impartial information, advice and support. |
| 7 | To lead on the organisation and delivery of outreach events and annual information event for families working effectively with PACA MK as this is a joint venture. Liaise with stakeholders in MKC, health, education and the voluntary sector. |
| 8 | To support the service manager in the development of a training programme for parents/carers, young people and professionals (needs-led). Identify areas of support and information delivery to all stakeholders. Organise and deliver outreach work with the support of the whole team.  |
| 9 | To support the service manager with the development and management of the independent database ensuring accurate and appropriate data is captured to enable effective business continuity and service delivery. To support with the analysis and reporting of data in accordance with contract and corporate requirements to inform change in a needs-led service delivery culture.  |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and council wide needs*

**Essential Requirements (key skills & qualifications)**

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| **1** | Educated to degree level or with equivalent experience.  |
| **2** | Able to demonstrate an understanding of a diverse range of legislation and policy relating to special educational needs and disability discrimination |
| **3** | Excellent knowledge of current special educational needs procedures and the current educational procedures such as exclusions, admissions, and SEND-related procedures such as the statutory assessment processes leading to an education, health and care plan |
| **4** | Proven experience of working with children, young people and their families with additional needs and the ability to promote positive outcomes for children. Highly developed interpersonal skills, including the ability to empathise with the families of children with SEN and/or disabilities. |
| **5** | Good negotiation and problem-solving skills, with the ability to stay calm in stressful situations. Able to creatively look at alternative ways of progressing situations involving service users and statutory services that appear unable to progress. Able to challenge constructively at all levels with regard to legislative compliance and statutory processes |
| **6** | Good analytical skills, ability to interpret documentation and to draw conclusions; and to check for accuracy and devise action plans based on results, and ability to influence and mentor others. Able to plan and deliver presentations and training to a variety of audiences |
| **7** | Able to use initiative and to prioritise own workload. To maintain a fast pace of work in order to meet tight deadlines, and to meet the needs of a changing caseload. Able to manage the advice line, allocation of cases and other aspects of the operational day to day service delivery |
| **8** | Experience of managing people and able to provide appropriate supervision and support in stressful circumstances through effective line management  |

Job Family

Care & Welfare

Grade G

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| **Colleagues Expectations*** Be professional at all times
* Work together for the good of the team, council and local people
* Promote a supportive culture
* Challenge assumptions
* Take ownership
* Be willing to change and do things differently
* Always work in a safe manner
 | **Managers expectations*** Be a role model by displaying positive behaviours at all times
* Make well-considered decisions
* Support, coach and communicate with my team
* Be accountable for my team’s performance
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# Care and Welfare family jobs have as their primary responsibility, the vulnerable members of our community who depend upon the Council for direct advice, guidance and practical assistance. They may personally carry out caring related tasks, or manage those that do, but it is personal interactions with those in our care that are at the centre of these roles.

### Role Characteristics

At this level posts comprise front-line positions requiring a combination of professional qualifications and extensive experience in order to make consequential assessments and judgements in relation to the care and welfare of vulnerable children and adults. Working either in residential or non-residential teams, job holders’ freedom to act will be based not simply upon laid down procedures but also on more general professional and corporate policy guidelines.

### The Knowledge and skills required

At this level, the expertise that underpins job holders’ decisions and authoritative recommendations is grounded in either the theory of social work and/or associated disciplines or very extensive practitioner level experience. Job holders may require specific qualifications in order to comply with the legislative and regulatory requirements of their job.

Jobs at this level which do not quite require the in-depth theoretical knowledge described above will offset this with higher levels of financial responsibility and/or personal impact factors such as physical effort or more difficult working conditions. Roles at this level will engage with others in assisting with physical tasks requiring

some modest manual dexterity. Computer use is also a day-to-day feature of these roles.

### Thinking, Planning and Communication

Job holders need developed communication skills to engage at the appropriate level with service users. Two-way communications where inherent barriers exist is regularly challenging and post holders must couch their advice and persuasive messaging in terms which can be understood. These skills are likely to have been gained through specific experience and training.

Whether resulting from their own case work or from issues escalated from other areas, the problems and situations dealt with will inevitably be complex, involving multiple information streams such as individual needs assessment, consideration of resource allocation and prioritisation of conflicting demands. Although still working on a day-to-day basis with groups and individuals, there will also be a need to take a longer view which maybe up to a year ahead in some cases. Two-way communications where inherent barriers exist is regularly challenging and job holders must couch their advice and persuasive messaging in terms which can be understood. These skills are likely to have been gained through specific experience and training.

**Decision Making and Innovation**

The procedures, approaches and techniques required to fulfil the duties of these roles may be professionally based and/or defined by internal recognised protocols, but job holders will organise their own workload in accordance with changing demands and priorities.

Job holder will independently respond to problems, some of which may not have been encountered previously. They will have access to advice and assistance from team managers or supervisors when serious issues arise.

### Areas of responsibility

Job holders are responsible for the accurate and timely assessment of service user needs. As well the identification and delivery of appropriate care and welfare solutions under a variety of circumstances over more than a day-to-day timescale.

Job holders will generally have formal management responsibility within their team or centre. Those at this level who do not have this responsibility will be social work profession- also, whose specialist qualifications offset this slightly reduced demand.

These roles are unlikely to have any financial responsibilities beyond the occasional handling of modest amounts of cash, sometimes on behalf of others.

Job holders will create and maintain work records, both written and electronic. There will, in addition, be sole or shared responsibility for the safe use and basic maintenance of a range of equipment, premises and/or vehicles.

### Impacts and Demands

At this level, the requirement for greater than normal physical effort is modest, although there will always be a need for limited standing, walking and the lifting/carrying of equipment and other items. Awareness of the actions of children, vulnerable adults and others will call for long periods of sensory attention. Job holders will also be required to have moderate periods of concentrated mental attention, for example when report writing or attending case meetings. Given the range of case work involved, job holders will also experience the pressures of deadlines and conflicting demands.

The nature of these roles is such that most of the client relationships job holders are required to develop and maintain will need them to exert greater than normal emotional resilience, with some particularly challenging service users placing intense emotional demands upon them.

Working directly with vulnerable service users will result in some exposure to disagreeable, unpleasant or hazardous environmental working conditions. This may extend to dealing with odours, intimate care and bodily fluids, and will also see job holders exposed to unpleasant or even threatening people related behaviour from time to time.